



Annual Parking and Enforcement Report 2010/11
London Borough of Barking and Dagenham

PARKING ANNUAL REPORT 2010 /11
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Foreword

I am pleased to present Barking and Dagenham's Parking Annual Report for 2010/11. It details the services achievements in delivering innovative and sustainable improvements over the past year and looks ahead to future developments and opportunities.

The Council is committed to being transparent about our parking and enforcement activity for which we are accountable and will publish a wide ranging set of statistical and financial information each year.

This information includes the number of penalty charges we issue, the income and expenditure on our 'parking account' and how any parking surplus is spent.

We as a council do not just provide parking enforcement. Services such as traffic management, car park maintenance and management, permit management, abandoned vehicles, Penalty Charge Notice processing, debt recovery and adjudication are all key functions of Parking Services.

Over the last 12 months Parking Services have worked hard to improve our customer's perception of the Service and this hard work will continue into the future.

Thank you for taking the time to read our Parking Annual Account.

Councillor J Alexander
Cabinet Member for Crime, Justice and Communities





Introduction

Under the Traffic Management Act 2004 (TMA) the Council is required to publish its annual accounts at the end of the financial year. This document covers all parking enforcement activity from 1st April 2010 to the 31st March 2011.

The TMA was introduced to bring London and non-London enforcement authorities into line in order to provide for greater consistency across the country while allowing for parking policies to suit local circumstances.

Previously, London authorities had been given additional powers of enforcement which did not exist outside London. For example, it was only London authorities that were given powers to enforce moving traffic offences and footway parking. The TMA supersedes the Road Traffic Act 1991 and allows civil parking enforcement to be carried out by authorities England-wide. It also seeks to ensure that the system is fair to the motorist as well as effective in enforcing parking contraventions when they occur.

This annual report provides information on the activities of the Parking Service in 2010/11. It details the service's achievements as an integral part of the Council's effort to keep traffic moving and to improve road safety. It also includes parking and enforcement statistics, as well as financial information with comparative data from last financial year.

As streets in the borough are getting busier, the Council has increasingly had to make decisions on where people can and cannot park while balancing the needs of its residents, visitors, businesses and shoppers. The report highlights how the increasing parking demands are being managed. The various parking policies are set out more fully in the Parking and Enforcement Plan.

The service area is committed to promoting best practice and continual quality improvement in its undertakings across the board.





Our Vision for the future

“To provide a fully transparent and accountable parking services provision by keeping up-to-date with new technology, being customer focused whilst delivering a robust, efficient service for the needs of the borough”

Barking and Dagenham Council is committed to delivering a parking service for the needs of all stakeholders, including staff, residents, businesses and visitors to the borough.

Our Customer Service standards are set to ensure our customers are at the heart of our services and we are offering and delivering high-quality customer care and easier access to council services.

We will enforce parking restrictions fairly across the borough by being fully aware of the varying needs of the drivers and others for the benefit of all members of the local community.

Our aim is to provide an efficient service to all users of the borough and ensure they are treated equally and fairly in line with our policies.

Parking presents many challenges within Barking and Dagenham and we expect more with the upcoming Olympics in 2012; however we aim to prevent congestion and to make sure that vehicles only park where safe and permitted to do so.

The purpose and scope of this report cover four broad areas:

- The context of the borough, and the wider policy context in which parking and traffic enforcement sits
- What's new since our last Annual report – this section deals with changes in policy and enforcement practices and new parking products and services that were introduced over the last year.
- What's coming up – this looks ahead and indicates new changes that are being considered.
- Statistics, financial information and monitoring – this provides updates on parking and enforcement statistics, financial information and the results of relevant monitoring activity. Comparative data is given for the two preceding years.





Road Safety

Parking and traffic regulations are enforced in the borough so as to improve compliance by motorists – this in turn has a beneficial impact on road safety. Badly parked vehicles can pose safety hazards, for pedestrians and other road users.

Enforcing moving traffic contraventions has obvious road safety benefits, and these can be very localised in nature – such as enforcing one-way traffic or banned turns. Also, enforcing bus lanes has the effect of reducing conflicts between buses and other road traffic. Some of the restrictions are enforced during specific hours of the day, usually during peak periods.

Footway Parking

Parking on footways or footpaths (pavements, grass verges, alleyways, etc), or in front of dropped footways or raised carriageways (for example driveways or pedestrian crossings) is banned on almost all streets in London at all times, including at night and weekends. If you park in such a way then you could receive a Penalty Charge Notice (PCN) and may also be towed away – even if only one or two wheels are on the footway.

However; Barking and Dagenham allow footway parking in some areas due to the narrow streets but there are restrictions as to when and how footway parking is allowed without the vehicle received a Penalty Charge Notice (PCN). These restrictions are in place to ensure the safety of pedestrians, wheelchair users, people with baby buggies and the partially sighted. As a council we have to ensure vehicles are parked in a considerate way so as not to force the pedestrian into the street.

Box Junctions

We are experiencing congesting many junction areas within the borough and for this reason we are about to increase Box junctions and the enforcement. This is to make it possible to keep the flow of traffic moving and therefore keep the junction clear by preventing traffic from stopping in the path of crossing traffic.





New Developments

Review of Controlled Parking Zones

As part of its commitment to residents within Controlled Parking Zones (CPZs), the Highways department carried out consultation within some CPZs where the parking situation deteriorates after controlled hours enforcement ends. The consultation focused on consulting the residents on the enforcement times, allowing for suggestions about possible improvements.

Most of the residents consulted requested for a longer enforcement period to combat the parking nuisance that occurs outside existing enforcement times.

Consultation with Residents in Parking Hotspots

There are some parking hotspots caused by commuters who park their vehicles in residential neighbourhoods where there were no parking restrictions. Over time, residents in these neighbourhoods tend to lodge petitions to complain about situations like these.

As part of the requirement to put in place a controlled parking scheme, a consultation exercise is carried out to capture the level of support for such schemes with residents in the affected streets before implementation.

As part of the regeneration of Barking Town Centre, a number of car-free properties were built in line with the Council's aim to promote sustainable lifestyles and to reduce the use of cars. The residents of these households rely on the public transport system. To accommodate for the occasional vehicle use by the car-free households, the local authority negotiated the introduction of car clubs in the area.

The car clubs are managed by Streetcar. There are currently 4 on-street locations – Axe Street, St Erkenwald Road, Abbey Road and Salisbury Avenue. There has been a significant increase in the use of car club vehicles since introduction as members of the club have the advantages of being able to use a car, as and when needed, without the inconveniences of ownership – such as maintaining the vehicle, and paying tax and insurance – since these are dealt with by the car club.

Off-Street Electric Vehicle Charging Bays

The Council installed two electric vehicle parking bays in London Road Multi-storey Car Park and an additional one in Axe Street Shoppers' Car Park. These parking places are available for use of electric vehicles free-of-charge, during the opening hours of the car parks. The uptake of these facilities is being monitored.





Pedestrian Zone (Barking Town Centre)

As part of phase 1 of the implementation of East London Transit route by Transport for London (TfL), an area within Barking town centre was pedestrianised. This project transformed the city centre and restricted vehicular activities to a limited time during the day, except for buses dedicated to the route which connect Thames Gateway development areas.

In 2010/11 it was opened up to traffic for buses and vehicles making deliveries during permitted hours and this was the first full year of using new cameras installed by TfL in order to enforce the East London Transit route.

Automated Enforcement Cameras

During 2010-11, Barking and Dagenham became the first London Borough to enforce bus lanes using automated bus lane cameras.

All cameras used for parking enforcement have received approved devices certification from the Vehicle Certification Agency on behalf of the Department for Transport, a requirement of the Traffic Management Act 2004.





New Changes being considered

Parking Permit Stationery Overhaul

The current resident parking permit stationery is colour coordinated, to indicate the zone for which it is valid for use. However, this has been found to be an ineffective approach when there were just a handful of CPZ areas.

After careful analysis, the possibility of rolling out single-colour stationery across the board for permits issued to residents is being considered. If and when rolled out, existing permits will still be valid for use in appropriate zones until they expire.

Visitors permits

As with the residents parking permit it has also been found to be an ineffective approach to have colour co-ordinated stationery. We are therefore now considering switching to scratch cards from April 2012 which (one card for one day); however any existing permits will still be valid for use in the appropriate zones until their expire.

'Virtual' Electronic Permits

We aim to make use of new technology to implement 'virtual' electronic permits. This will offer our residents the convenience of being able to apply for their permits online. Once an application has been completed, residents will not need to display a paper permit on their vehicle. No dates have been set as to when this service will be available but it is one we are strongly considering.

Cashless Parking

The Council aims to run a trial scheme of a cashless payment system, such as payment by mobile phone, for parking in one of the long-term car parks in the borough. This will help in weighing its benefit to our customers. The perceived benefits of this option include the ability to top-up a parking session remotely, if need be.

Longer Opening Times for Car Parks

We are reviewing our opening hours in our multi-storey car parks to accommodate users' needs. This will result in our car parks being opened for longer than the current operating hours and also over the weekend.

Contract Parking

We are reviewing the needs of local businesses and residents who live in car free developments to see if they are interested in purchasing an allocated space within our multi-storey car parks.



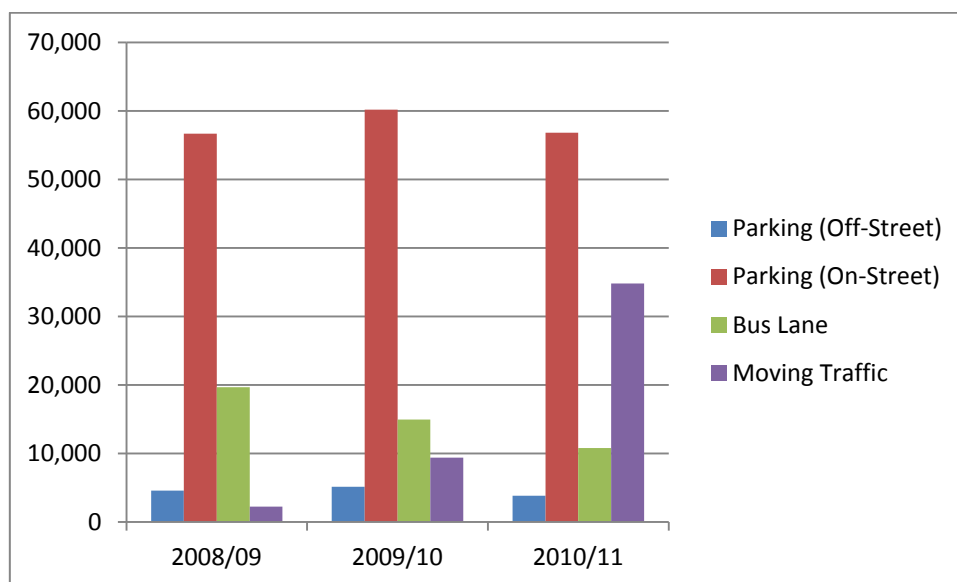


Statistics and Financial Information

Number of PCNs Issued by Contravention Types

The table below gives the details of the number of PCNs issued, categorised by types of contravention. The increase in the number of moving traffic contravention is due to the enforcement of the Pedestrian Zone in Barking Town Centre which was completed after the last annual report.

	Financial Year		
	2008/09	2009/10	2010/11
Parking (Off-Street)	4,592	5,159	3,847
Parking (On-Street)	56,647	60,182	56,829
Bus Lane	19,664	14,973	10,818
Moving Traffic	2,248	9,419	34,790
Total – all PCNs	83,151	89,733	106,284

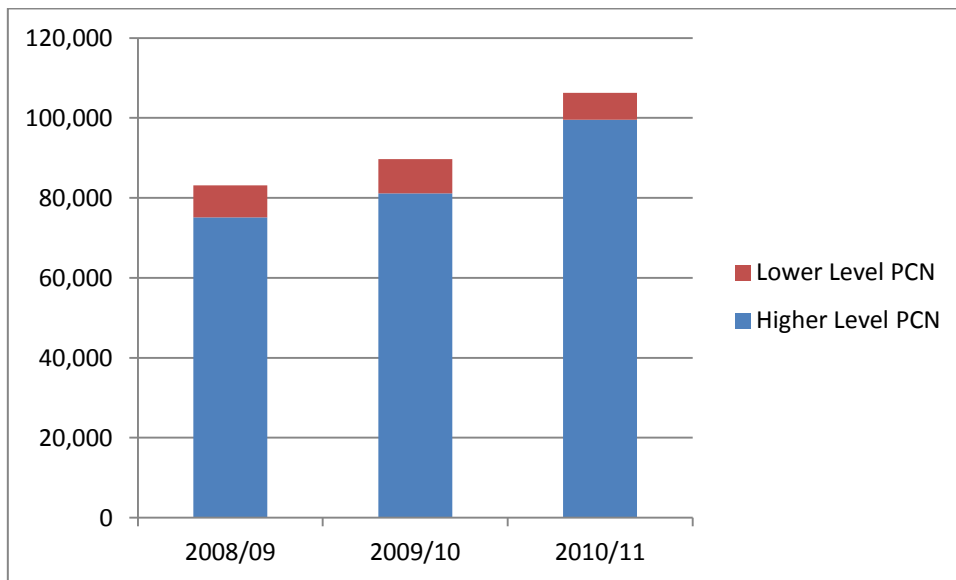




Number of PCNs Issued by Severity of Contravention

The table below gives the details of the number of PCNs issued, categorised by severity of contravention.

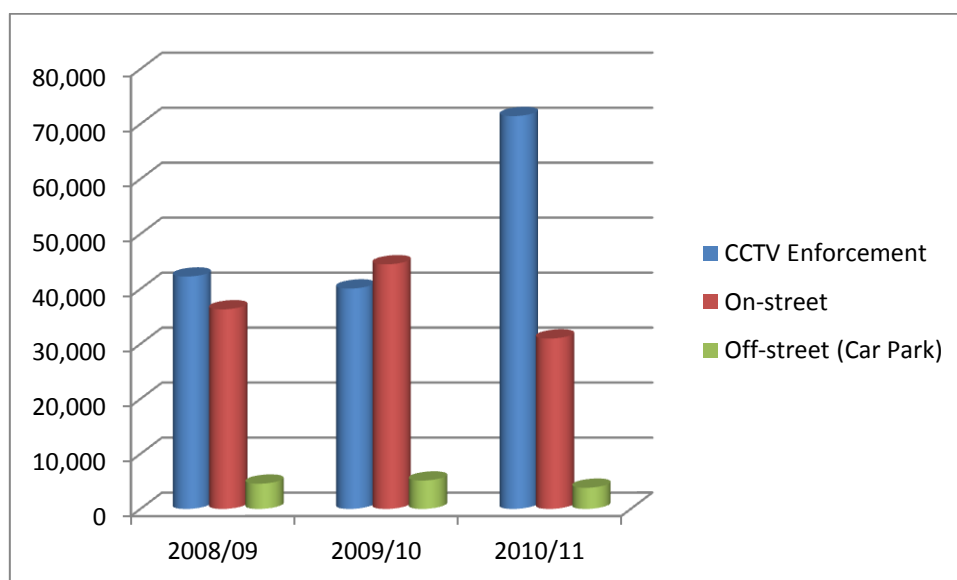
	Financial Year		
	2008/09	2009/10	2010/11
Higher Level PCN	75,126	81,160	99,544
Lower Level PCN	8,025	8,573	6,740
Total – all PCNs	83,151	89,733	106,284





PCN by Enforcement Operation

	Financial Year		
	2008/09	2009/10	2010/11
CCTV Enforcement	42,262	40,085	71,447
On-street	36,297	44,488	30,991
Off-street (Car Park)	4,592	5,160	3,846
Total – all PCNs	83,151	89,733	106,284



Other PCN Processing Data for 2010/11

Number of PCNs paid*	59,898
Number of PCNs paid at discount rate*	45,156
Number of PCNs against which an informal or formal representation was made*	13,247
Number of PCNs cancelled as a result of an informal or a formal representation being successful*	4,600
Number of PCNs written off for other reasons (e.g. CEO error or driver untraceable)*	2,188
Number of vehicles immobilised	0
Number of vehicles removed	0

*Excludes data related to 4,464 PCNs issued on the previous parking software system for which this breakdown is unavailable





Parking Account 2010/11

	<u>On street</u> <u>£'000</u>	<u>Off street</u> <u>£'000</u>	<u>Overall</u> <u>£'000</u>
Expenditure:-			
Premises	116	217	333
Transport	71	15	86
Supplies & Services	127	429	556
Third Party Payments	53	13	66
Management/Employees/Support	1,783	807	2,590
Capital Charges	659	94	753
Recharges	-82		-82
	2,727	1,575	4,302
Income:-			
Parking Enforcement	(4,544)		(4,544)
Onstreet Pay & Display/Permits			0
Offstreet Income		(315)	(315)
	(4,544)	(315)	(4,859)
NET (SURPLUS)/DEFICIT	(1,817)	1,260	(557)

<u>Surplus used to finance the following:-</u>	
Local Implementation Plan (Mayor's Transport Strategy)	
Revenue contributions to capital schemes (highways improvements)	557
Highways Improvements capital charges	
TOTAL	557





Monitoring Data

Corporate Complaints

There were 65 complaints received between April 2010 and March 2011. This reflects less than 1% of all PCNs issued within the financial year.

	Financial Year		
	2008/09	2009/10	2010/11
Corporate Complaints	67	57	65

Reported Incidents and Civil Enforcement Officers' Safety

With the nature of duties carried out by CEOs, they are subjected to high levels of abuse and assault, verbally and also physically. In line with its duty of care for all employees, the Council provide personal telecommunication devices through which CEOs are able to send an alarm signal to a control room, within the community safety unit.

When a code yellow signal is sent by a CEO, it indicates that the officer is being subjected to intense verbal assault that could become physical. CEOs are encouraged to distance themselves from the person who is abusing them at this point.

When a code red signal is sent by a CEO, it indicates that either the officer has been subjected to a physical assault or feels that it is imminent. In this type of situation, an officer within community safety section notifies the duty supervisor and the police of the situation, providing the exact location of the CEO based on the GPS information signal from the telecommunication device.





Comparisons to previous years

Smart Car

Type	2006/07	2007/08	2008/9	2009/10	2010/11
How many tickets issued	0	2,228	17,694	14,805	12,649
How many tickets paid	0	1,530	13,099	11,426	8,824
Income	0	£96,849	£895,316	£771,686	£577,880
How many tickets cancelled	0	438	2,180	977	1,346

CCTV (Control Room)

Type	2006/07	2007/08	2008/9	2009/10	2010/11
How many tickets issued	22,627	32,046	24,354	30,196	58,782
How many tickets paid	17,317	23,754	17,271	20,598	37,924
Income	£968,306	£1,526,830	£1,236,056	£1,391,803	£2,378,889
How many tickets cancelled	1,202	2,106	2,007	3,234	3,956

On-Street

Type	2006/07	2007/08	2008/9	2009/10	2010/11
How many tickets issued	31,243	27,577	36,298	39,328	30,991
How many tickets paid	15,007	14,014	19,888	21,513	16,268
Income	£812,983	£902,085	£1,345,682	£1,395,554	£1,006,978
How many tickets cancelled	10,590	4,108	7,086	8,024	2,895





Off-Street (Car parks)

Type	2006/07	2007/08	2008/9	2009/10	2010/11
How many tickets issued	2,059	2,062	4,592	5,160	3,846
How many tickets paid	962	1,163	2,662	2,736	2,145
Income	£56,163	£62,154	£139,254	£136,014	£104,945
How many tickets cancelled	723	475	1,015	1,558	654

PCN Income

PCN Income by date of payment for each financial year	
Date	Income
2004-5	£1,314,276.83
2005-6	£1,485,828.22
2006-7	£1,657,598.84
2007-8	£2,378,713.72
2008-9	£3,377,527.04
2009-10	£3,684,426.27
2010-11	£4,557,375.90





What's next for Barking & Dagenham

Barking Station

The area in front of Barking Station is being given a facelift to make it more pleasant for pedestrians and station users. The improvement works involve re-paving the pedestrian area in front of the station with granite paving, plus a new bus stop and taxi pick-up points, improved lighting, better signage and new cycle parking, seating and, for the first time in many years, a station clock.

Works on this developed began on Sunday 18 September 2011 and are expected to last approx 16 weeks

Barking Riverside

In the next 20 years, Barking and Dagenham will undergo its biggest transformation since the borough was first industrialised and urbanised.

The Thames Gateway, of which we form the heart, is the largest regeneration area in Europe. It is crucial to the governments' plans to develop sustainable communities in the south-east and to the London Mayor's ambition to ensure prosperity is more evenly shared between east and west in London.

The borough contains the United Kingdom's biggest brownfield regeneration site at Barking Riverside and the future home of London's environmental technologies at Dagenham Dock.

A major sustainable community will be developed on land released by Ford in South Dagenham and Barking Town Centre will be revitalised to become the town centre of choice for the new communities.

We have set three key priorities for achieving our 2020 Vision for Barking and Dagenham:

- Increasing prosperity for all by encouraging the development of a well-educated and skilled workforce, increasing access to jobs, supporting existing businesses to grow and attract new investment
- Working in partnership to develop genuinely sustainable communities in Barking and Dagenham
- Working in partnership to regenerate Barking Town Centre as the gateway for new investment and opportunity in Barking and Dagenham

